cadre deputations are also allowed to them to tide over their emergent problems.

(e) The media compaign was aimed at both men and women. The objectives were:

(i) to create an awareness among young men and women of the opportunities and challenges available in the civil service;

(ii) family life and civil service career can go together harmoniously; and

(iii) women can function as efficiently as men in the civil services.

Indignation amongst IAS and EPS Officers

1053. SHRI SUBAS MOHANTY: Will the PRIME MINISTER be pleas-ed to state:

(a) whether there has been a steep increase in resignations from IAS and IPS Officers, in the last three years;

(b) whether it is a fact that such tendencies are due to uncertain promotion prospects in Civil Services; **and**

(c) what are the steps that are being taken to remove misgiv]ings and fears amongst such officers?

THE MINISTER OF STATE IN THE MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS AND MINISTER OF STATE IN THE MINISTRY OF HOME AFFAIRS (SHRI P. CHIDAMBARAM): (a) No, Sir.

(b) and (c) Do not arise.

Litigations instituted by Nationalised Banks

1054. SHRI SUBAS MOHANTY: Will the PRIME MINISTER be pleas-ed to state:

(a) whether it is a fact that recently the bankg and financial institutions have been advised to settle litigations, where possible so as to reduce expenses and over-burdening of courts all over the country;

(b) whether any survey has been done on the number of suits, cases and legal actions that have been in-stituted by the nationalised banks, presently pending in courts and if so, the number of such cases filed by 'nationalised banks; and

|(c) the steps being taken to reduce such litigations?

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE (SHRI JANARDHAN POOJARI); (a) to (c) While no general advlice to avoid litigation has been given to the banks, as a normal rule the banks take recourse to law courts only after ex-hausting available remedlies for recovery of their advances|enforcement of their rights, including consideration of proposals for settlaments|compro-mises, etc.

Quick reports obtalined from the 20 nationalised banks indicate that as on 31. 12. 1986, they had about 5. 85 lakh suits pending in various courts in the country.

DAVP advertisement for Urdu newspapers

1055. DR. MOHD. HASHIM KIDWAI: Will the Minister of INFORMATION AND ' BROADCASTING be pleased to state:

(a) whether it is a fact that a number of Urdu newspapers, published from Uttar Pradesh, Maharashtra, Bihar, Punjab, Andhra Pradesh; Delhi and West Bengal have applied for release of DAVP advertisements; and

(b) if so, what are the names of such Urdu newspapers which have received DAVP advertisement?

THE MINISTER OF STATE IN THE MINISTRY OF INFORMATION AND BROADCASTING (SHRI

AJIT PANJA): (a) and (b) Yes, Stir. A list of Urdu newspapers to which DAVP advertisements were released during 1986-87 (upto 23. 2. 1987) is enclosed as annexure. (See Appendix CXLI, Annexure on 42).

Irregularities in Probationary OfficersRecruitment

1056. DR. MOHD. HASHIM KIDWAI: Will the PRIME MINISTER be pleased to state;

(a) whether the attention of the Government have been drawn to a write-up published in the "Times of India" On December 8, 1986 regard ing large scale irregularities indulg- . ed into by the bank authorities in 1978 examination for Probationary Officers in the Union Bank of India; a**nd**

(b) what steps have been taken by the Government to rectify these irre gularities and whether the recommen dations of the facts report of Mr. R. S. Asher have been accepted by the Government?

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE (SHRI JANARDHAN POOJARI): (a) Yes, Stir.

(b) Information is being collected and to the extent possible will be laid on the Table of the House.

Guidelines issued by RBI on customer service by banks

1057. DR. MOHD. HASHIM KID-WAI: Will the PRIME MINISTER be pieased to state:

(a) whether the attention of the Government have been drawn to the report published in the "Times of India" of January, 25, 1987 under the Caption 'Customer Service by **Banks';**

(b) whether it is a fact that number of the branches of the bank were **not aware of these** instructions issued by the RBI about the submission of statement of accounts, and updating of passbooks of customers, the average time taken for payment of cheques, and bills, time taken for collection of out of station cheques, payment of interest in last collection, advance intimation to customers for renewal of term deposit receipts **on** maturity handling of complaints etc.; and

(c) if so, what action Government propose to make the branches follow these instructions?

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE (SHRl JANARDHAN POOJARI): (a) Government have seen the News Report referred to.

(b) and (c) Lags in implementation of Government/Reserve Bank of India instructions at Branch level are sometimes found to be attributable to the branch staff not being fully aware of the instructions- or implications thereof.

Continual monitoring and follow up through internal inspections/surprise visits to braches is expected to secure improvement in the implementation of Government/RBI guidelines. Banks have been asked that non-implenienta-tion of measures directed towards improving customer service should be adversely viewed and corrective action ensured.

Fake donations to public trusts

1058. SHRI DINKARRAO GOVINDRAO PATIL: Will the PRIME MINISTER be pieased to state:

(a) whether attention of Govern ment has been drawn to a news-item that appeared. in the 'Times of India' dtaed 29-11-86 under the caption "Fake donations to public trusts found" and
• if so, the details thereof;

(b) the names of the companies alongwith the names of the trusts